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SECURITY®

FOR BUYERS OF PRODUCTS, SYSTEMS AND SERVICES

VOLUME 29 NUMBER 3

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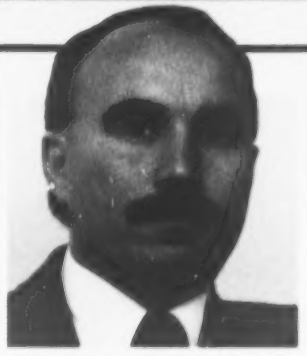

COVER: John Sing, director of safety for Father Flanagan's Boys Home and fire chief for Boys Town, retrofit an integrated proprietary monitoring system. **10**

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Thomas Hendershot, CPP, of Steelcase Inc. is SECURITY Magazine's Executive Achievement Award recipient. **69**

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SECURITY

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NEWS

Reports and incidents that impact asset protection.

SECURITY Honors Achievement

"The result of doing something well is — simply and practically — to have done it," says Bill Zalud, SECURITY Magazine editor.

"This issue of SECURITY Magazine honors security executives who have done things well," adds Zalud, in announcing Thomas Hendershot, CPP, as the 1992 recipient of the nationally-recognized Executive Achievement Award. Hendershot is manager of employee and plant protection at Steelcase Inc., Grand Rapids, Mich.

In activities as far-ranging as use of technology to substance abuse awareness programs, Hendershot exemplifies the best in the field. An exclusive interview with the Award recipient appears in People.

Also this month, SECURITY Magazine takes particular aim at corporate, commercial and government buyers who have also done some specific things very well. Under the banner of SECURITY's BEST, more than a dozen installations are spotlighted for their practical, functional, creative use of technology.

Articles that feature SECURITY's BEST new and retrofit security, life safety and integrated systems appear in various segments of this issue.

SECURITY Magazine also honors the recipient of the Fifth Annual William H. Brownyard Award for Meritorious Service. Curtis Fontaine, a lieutenant with First Security Services Corp., Boston, a contract officer firm, was honored for defusing a robbery. The Brownyard Award is solely supported by the Brownyard Group, Bay Shore, N.Y. An article on the Brownyard Award winner appears in Officers. ■

Bill Zalud

SECURITY's Best

ABM's Remote Downloading

ABM Data Systems of Dallas, Tex., has released a Remote Downloading package that allows users to send information directly to off-site dealers, branches or corporate customers. It allows connection to a fax machine, PC or serial printer and is an option of ABM's central station automation software: Data Command Center (DCC). With Remote Downloading, an operator pushes "one" button and an alarm and a detailed report is sent to a specified fax number. More details: ABM Data Systems, Inc., (800) 767-7067. ■

FBI Gang Fight

Calling it a "peace dividend," Attorney General William Barr reassigned 300 FBI agents from counter-espionage to violent street crime and 50 to healthcare fraud.

The move's a positive political spin for the Bush Administration and its tarnished crime fighter image. Yet it's a letdown to some corporate security executives who have urged federal help toward fighting illegal intelligence gathering activities aimed at U.S. firms. ■

Islam Security Concern Surfaces

Police, security officials and religious groups are viewing with growing alarm the security business of the Nation of Islam.

Under the leadership of Wallace Muhammad, the group has an internal security force, the Fruit of Islam. In addition, it has "for profit" security firms including N.O.I. Security Agency Inc. Some officers freelance.

Those investigating the City College of New York rap benefit stampede that killed nine are looking for Islam officers among X-Men Security Inc., which helped with protection.

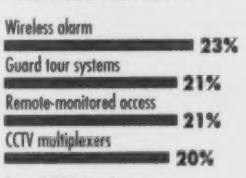
Then in January, the Anti-Defamation League protested awarding N.O.I. a security contract for the Venice, Calif. Holiday Venice Apartments, a federal housing project. The group charges N.O.I. would discriminate against resident Hispanics and Jewish neighbors. ■

IN BRIEF

Dixie Peters, a former security manager at Thiokol Inc., Ogden, Utah, alleges in a lawsuit that she was forced in the late 1980s to release MX missie secrets to foreign and U.S. firms, but she was then fired. ☐ **Roy Pollack,** president of R.S.P. Security, Boca Raton, Fla., and Atlanta, Ga., recently earned the Certified Protection Professional (CPP) designation. ☐ **The ASIS Washington D.C. Chapter** will hold its 1992 Countering Terrorism Seminar on June 10 at the Sheraton National Hotel, Arlington, Va. Contact Mayer Nudell, 400 Timber Ln., Falls Church, Va. 22046, (703) 237-2513, Fax (703) 533-0358. ☐ **The 3rd Annual** ASIS Region III Security Forum & Exhibits — "The Management of Security — Leadership to the 21st Century" — is March 26 to 27 at the Industry Hills & Sheraton Resort, Calif. More details? Call Kenn Coolidge at (805) 373-6227. ☐ **Automatic Identification Manufacturers (AIM USA)** and the editors of SCAN Newsletter have named Gary W. Ahlquist, senior engineer at Eastman Kodak Co., Rochester, N.Y., recipient of the prestigious Don Percival Award.

NEW TECH LURES BUYERS

New users in 1991:



Source: SECURITY Magazine

There's strong interest in emerging technology.

recorder makers are scrambling.

"Cameras are getting better, supplying higher resolution pictures," Schindler explains. "It's too bad that some recorders can tape only half the resolution."

"Super VHS" recorders and tapes are the likely solution. S-VHS recording provides higher resolution and improved signal to noise ratio, crunching better pictures onto the tape.

"The problem with S-VHS has been the price of the tapes," Schindler says. "But we expect that to change as volume improves and as higher resolution recording becomes essential."

A regular TLR can record 240 to 300 lines of resolution in color, Schindler says, compared to the S-VHS recording capacity of 400 lines. Still, at $12 to $15 per tape, S-VHS has a way to drop to compete with $2 and $3 regular consumer tapes.

High-end recorders are also adding on new built-in features. Gyyr, Anaheim, Calif., just introduced two TLRs, one with a quad, the other with a forward and reverse time-date search. Other recorders are featuring RS-232 ports, which allow desktop computers to control the recorder. Application software will be the challenge here, as users seek to record data along with video and interface video and computer systems. — *Kerry Lydon, Contributing Editor* ■

For More Information

Gyyr	Circle 68
Panasonic	Circle 69
Toshiba Video Systems	Circle 70

SECURITY's Best

CCTV Added to Crowd Control

Targeting crowd control, Madison Square Garden, New York, N.Y., installed a new black and white video system.

"They had three or four cameras at their loading dock, some panic buttons at the windows, a few alarms, but no comprehensive security system until now," claims Bob Haynes, owner of Haynes Security Corp., Farmingdale, N.Y. Haynes has worked with the Garden for the past decade, and recently specified a comprehensive CCTV configuration for the installation.

Public halls across the country have beefed up security in response to violent, though isolated incidents.

The arena has had comparatively little trouble thanks to plenty of law enforcement and security officers on hand. "The Garden has an excellent crowd control policy," Haynes says. Now, with its CCTV network in place, the Garden has enhanced protection.

Cameras in the Garden

Haynes installed 75 black and white VC2200 CCD cameras from Vicon Industries, Melville, N.Y. The VC2200, a ½-inch general purpose camera, provides 50 IRE output for .35 lux illumination, making it ideal for an arena that is often darkened.

Several of the cameras are mounted on Vicon pan/tilt drives with autopan capability. All of the cameras are outfitted with auto iris lenses, some fixed focal length, some zoom.

Zoom lens control is provided by a V100ZF Phase Eight lens controller. These particular controllers boast a circuit interlock, which prevents damage that could occur when buttons for opposing functions are pushed at the same time. Furthermore, Phase Eight offers speed control by a panel-mounted potentiometer and internal range compensation.

"The video is displayed on 9- and 15-inch black and white monitors," adds Jerry Jacobson, Vicon's director of marketing programs. "For permanent records, several VCR401 time lapse recorders were installed." The 401's normal screen displays include time, date, day and recording mode (24 to 480 hours). The VCR also has automatic recording cycles and seven automatic alarm recording periods. Rechargeable memory back-up prevents loss of clock settings in the event of a power failure. The back-up can operate clock functions for up to 21 days.

"In terms of its size and complexity, it's a relatively modest installation," Jacobson says. "But no less remarkable." ■

For More Information

Haynes Security Corp.	Circle 71
Vicon Industries	Circle 72

Zoom Camera Stops Illegal Vending at Tiffany's

SECURITY's Best

Tiffany and Co., New York, N.Y., retrofitted color CCTV, and added a zoom camera for outside surveillance.

Tiffany's business reputation presents the international jeweler with two security challenges.

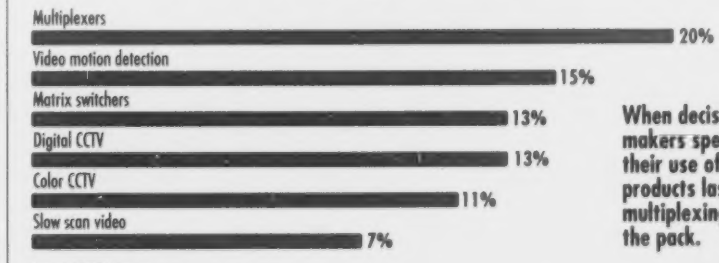
"First, the company was expanding its business, and consequently needed to increase its level of security," says David Rosengrant, director of engineering for Tiffany's installer, New York Security Systems, Middletown, N.Y. "Also, they were having some problems with street vendors selling jewelry in front of their Fifth Avenue store. Because of the Tiffany name, illegal vendors found the store a great place to hang out. They sold fake watches and jewelry at the door, then took off when the police arrived."

In meeting the first challenge, New York Security retrofitted Tiffany's existing black and white CCTV system, upgrading it with Sony color cameras and a Uniplex multiplexer from Dedicated Micros, Vienna, Va.

"The multiplexer provided a huge savings," Rosengrant says, "both in in-

MULTIPLEXERS TOP CCTV LIST

Percent using these tools in 1991



When decision makers specified their use of CCTV products last year, multiplexing led the pack.

Source: SECURITY Magazine

Insurance Firms Toughen Fraud Fight

Staged auto accidents. Key-in-ignition auto thefts. Phony injuries. Such fraudulent insurance claims have multiplied by leaps and bounds. The National Insurance Crime Bureau (NICB) is doing something about it.

Launched early this year, the new agency — a merger of the National Automobile Theft Bureau and the Insurance Crime Prevention Institute — employs a national network of 165 investigators who help law enforcement prosecute insurance fraud perpetrators.

Top-to-Bottom Education is Key

Phony or altered claims cost insurers more than $17 billion in 1991, adding more than $100 to the average auto and homeowner premium, industry figures say. The problem has prompted most of NICB's 700 member insurers to create their own special investigative units. NICB investigators work hand-in-hand with these units.

NICB investigators have a second primary responsibility: to educate claim representatives, underwriters and other industry employees to recognize fraudulent claims, particularly those which are auto theft- and accident-related. It typically takes five claims to generate one fraud case, NICB reports.

"There's a crying need to educate industry employees to recognize fraud so they can alert us or their special investigative units," Arnold Schlossberg Jr., NICB president, tells SECURITY Magazine from the agency's Palos Hills, Ill. headquarters.

"We're not so much after individual citizens. Our major focus is on white collar and career criminals," Schlossberg continues. Professionals generate about half the fraud, NICB estimates. Shady doctors and lawyers play a part.

Public Leads are Crucial

The NICB has launched a national fraud hotline: 1-800-TEL-NICB. It received 17,000 calls during its first three days of operation. "Infuriated citizens produce outstanding leads,"Schlossberg says. "About 30 percent of the American people think it's okay to falsify a claim — we want to change the attitude of these Americans." — *Brenda Moss* ■

For More Information
NICB Circle 261

Employers' Actions Louder Than Words

Both sides in the work place privacy debate agree some surveillance methods are acceptable. Approval and implementation usually don't coincide, however.

The Society for Human Resource Management (SHRM), Alexandria, Va., surveyed members and discovered that although more firms use CCTV than video display terminal (VDT) keystroke surveillance, keystroke rate monitoring has the higher approval rate. VDT keystroke monitoring, as a matter of fact, is the only surveillance action which gains approval from more than half of respondents.

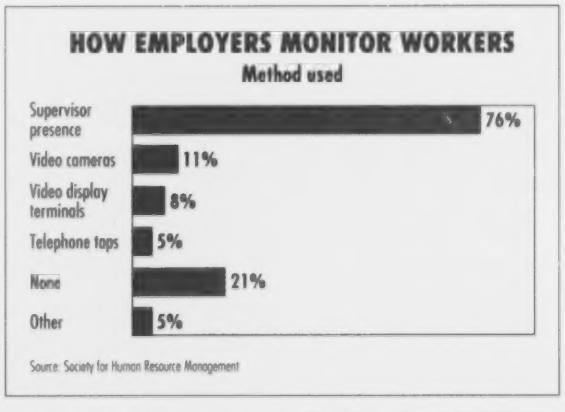
Nearly half of those surveyed agree that their organizations have the right to record employees' phone activities; five percent use telephone taps.

Among respondents, 21 percent do not monitor employee activities in any way during working hours. ■

For More Information
SHRM Circle 262

In Brief

Help from The National Fraud Investigation Center — The Center offers Fraud Detect, a user-friendly software program which prevents loan, credit card and employment fraud. It detects bogus, incomplete or erroneous personal information. The program is available via P.C.-based software, on-line access (with modem) or custom-designed licensing agreements, and is updated on a quarterly basis. Circle 263 for information. ☐ **The Bureau of Justice Assistance (BJA) awards grant.** — The Circle Inc., McLean, Va., the recipient, will develop a model clandestine drug laboratory investigation and prosecution program. ☐ **John E. Reid and Associates, Chicago** — The firm offers its interviewing and interrogation seminars in major cities throughout 1992. Call (312) 876-1600 for a seminar schedule. ☐ **Need to make untraceable calls?** — Tel-Safe Communications, Long Beach, Calif., protects agency and client call activity during investigations. There's no billing record of calls. Tel-Safe thwarts ANI and Caller ID equipment, too. Call (800) 457-0231 for recorded information.



More than 50 percent of firms which monitor employees say workers are aware of the monitoring. Higher productivity is usually the goal.

Compliance Headaches Simplified

Slower than some to use computers in the office, security executives suddenly have a plethora of packages automating tasks.

"Record keeping, reports and statistical tasks are perfect for today's computer systems," reports Al Cross, whose PPM2000 InTrack system (PPM2000, Blue Bell, Pa.) automates the security office. In a related niche, computer software now targets the paperwork blizzard of compliance.

"Compliance is very labor intensive," says Robert Parkinson, president, S&R Software Inc., Cockeysville, Md. S&R — with its security compliance management software — joins a handful of firms offering software tools.

S&R targets compliance at government agencies, defense contractors and information-sensitive businesses. Like other new-wave computer tools (Case Chaser from Indata of Hudson, Oh., and PPM2000, for example), the S&R package is really a software shell containing a variety of linkable applications or modules for specific and general chores.

Modules are closely interrealated. Compliance document control involves a lot of steps and people, according to Nate Parkinson, S&R's vice president of marketing. Modules cover: briefings, classified contracts, storage containers, access ("to keep a tight audit trail," comments Parkinson), visitor control, visitor authorization and personnel.

Writing software for compliance tasks starts with a hard look at mandated requirements, federal regulations and company policies. "The technology provides a way to meet requirements in detail," adds Nate Parkinson.

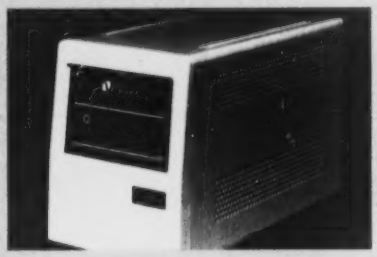
To appeal to the widest number of potential users, S&R and some others take a flexible operating system (OS) position — supporting MS/DOS, UNIX, mainframes and Macs; standalones to networks; supercomputers to desktops, adds W. Douglas Lucy, vice president of technical services. UNIX, especially, is gathering high-end advocates over others. ■

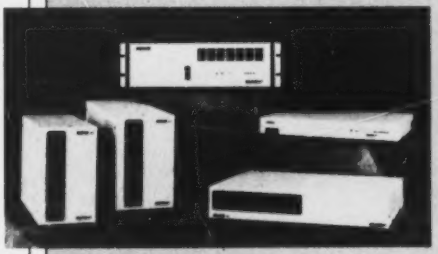
For More Information

Case Chaser	Circle 271
PPM2000	Circle 272
S&R Compliance Software	Circle 273

On the Market

Standby Power Systems from Best Power Technology, Inc. include 250VAC and 450VAC models that provide full-time lightning and surge protection (UL 1449); high voltage protection; full-time EMI/RFI protection; and have status indicator and alarms. An interface port triggers safe, orderly shutdown of security systems.
For information circle **274**



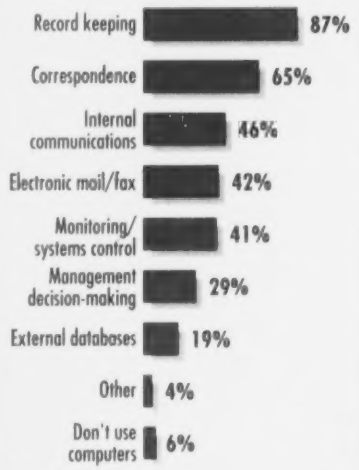


Rackmount UPS versions from Clary Corp. cover the Onguard PC Series 1.0k and 1.5k models.

The Onguard PC-1k protects up to four LAN fileservers while the Onguard PC-1.5k protects sophisticated workstations, supermicros and minicomputers. Both provide Regenerative on-line, sinewave, AC power.
For information circle **275**

A new service guarantee package comes with the Series 300 UPS from Liebert Corp. The Series 300 (with ten models from 10 to 125 kVA) conditions power and provides backup power. Two new standard features have been added to the line: an input isolation transformer and an input filter.
For information circle **276**

HOW COMPUTERS ARE USED
Percent Using Computers For:



Computer use varies. Respondents provided multiple answers.

ZALUD REPORT

Trends and directions for buyer planning.

New Construction Value-added Grows

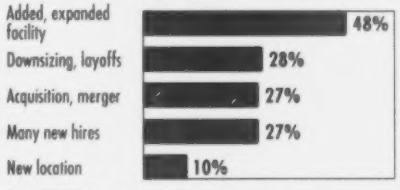
It's surprising how complex things are the closer you get to them.

Take new construction, for example. With a sluggish economy still smarting from the savings and loan debacle, construction has been hit hard.

There's sinking construction unemployment — 17 percent just two months ago, compared to 14.5 percent last January, says the Labor Department. Overall unemployment is about 7 percent.

CHANGES IN 1991 AFFECTED SECURITY

Percent of buyers affected by:



Source: SECURITY Magazine

Even without new construction, many facilities changes affect the security operation.

But construction, a labor-intensive business, still shows activity, growth and strength. With total new construction pegged at $406 billion (measured in August), newer, "Class A" office buildings have lower vacancies than older "Class B" and "Class C" office buildings, for instance.

To be sure, owners and operators are cutting prices and deals to attract tenants to new office and manufacturing sites. They also are providing value-added services — including security options — to sweeten the pot. New buildings, chock full of cutting edge technology and protection, naturally draw more tenant loyalty.

Strong Exceptions Exist

In addition, certain geographic areas and types of businesses report strong new construction activity.

Such sophisticated sites are ripe for sophisticated security systems designed into the facilities. Many, according to recent SECURITY Magazine research, boast more integrated connections among security and life safety functions and other building systems. The future: smart buildings.

Changing Priorities

New construction also gets a jolt from the so-called "peace dividend." Whatever water Bush Administration military cuts throw on the economy, other government-induced funding will spur construction through federal environmental, R&D, airport user tax and highway funding.

Such "yin-yang" effect also is seen in modernization of existing facilities. Building owners and operators, in several industry studies, report spending more on remodeling than new construction today. Even bad news can create the need for upgraded security systems. Downsizings and reorganizations are wrenching examples. In facing modernization projects, cost of installation of a security system is only one factor among many. Michael Morgenstern of Continental Instruments, a access control systems manufacturer, tells The Zalud Report, for instance, that buyers now think harder about operation and maintenance costs. ■

Modern Lab Security

A proprietary security system is part of a modernization program at John Hopkins University's Applied Physics Lab in Laurel, Md.

The system is based on the Centrascan Information Manager (ADT Security Services) and includes a central console, three terminals and 80 Focus 100B Systems.

John Hopkins University wanted to improve security within 20 buildings on a single site. It contracted Gage Babcock of Vienna, Va., to specify the technology used in the SECURITY's BEST installation, according to Gage Babcock's Bob Craig. ADT's Baltimore, Md., office worked closely with John Hopkins and its consulting firm.

Among special needs: ADT 24 hour, 7 day service.

Says Bob Burch, security supervisor at the Applied Physical Lab complex, "We may expand to include access control and fire alarm protection to ultimately make an integrated system." ■

For More Information

ADT	Circle 291
Gage Babcock	Circle 292

Perception of Violence Grows

From college date rape to post office murder, violence has seeped into the workplace.

The numbers are small; the incidents are rare; the headlines are bloody and gruesome. The solutions are limited. The perception often forces protection beyond what's foreseeable. ■

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